

7 FAM 630

TOURIST AND TRADE COMPLAINTS

(CT:CON-407; 06-29-2012)

(Office Of Origin: CA/OCS/L)

7 FAM 631 SUMMARY

(CT:CON-103; 05-02-2005)

- a. From time to time, you may receive inquiries from U.S. citizens concerning their dissatisfaction with purchases or other business transactions abroad. When appropriate, you may use your good offices to try to help resolve overseas tourist and trade complaints. You may wish to direct inquirers to the foreign embassies in Washington, foreign consular offices in the United States or the foreign countries' tourism office in the United States.
- b. Posts at popular tourist centers should seek out and identify alternatives for tourists to follow in disputes with local businesses, including hotels and shops. Such alternatives might include action by government or by private facilities, such as the local tourist bureau, a board of trade office, the local equivalent of the Better Business Bureau, International Chamber of Commerce, or American Chambers of Commerce Abroad.
- c. Several U.S. Government agencies also play a role in responding to questions concerning trade complaints. Consumer or other contractual complaints (not collection cases) in which the complainant has made an effort to settle the dispute but has not yet filed a legal action may be referred to the U.S. Department of Commerce, International Trade Administration or to the Department of Commerce's regional foreign business center.
- d. If a U.S. citizen wishes to pursue legal action against a local business, you may direct the citizen to the consular list of local attorneys which should be available on your post web page. See 7 FAM 990 Lists of Attorneys.
- e. Questions regarding import and export issues should be directed to the U.S. Foreign Commercial Service. See also the Bureau of Economic and Business Affairs (EB) Internet home page.

7 FAM 632 THROUGH 639 UNASSIGNED